

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICANT : Lundy LEWIS	CONFIRMATION No. : 4215
SERIAL NUMBER : 09/577,225	EXAMINER : Tan D. Nguyen
FILING DATE : May 23, 2000	ART UNIT : 3689
FOR : METHOD AND APPARATUS FOR SERVICE LEVEL MANAGEMENT (SLM)	

**REPLY AND AMENDMENT ACCOMPANYING
REQUEST FOR CONTINUED EXAMINATION**

Mail Stop RCE

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the Final Office Action mailed June 22, 2010, please amend the above-identified application as follows:

Amendments to the Claims begin on page 2 of this paper.

Remarks/Arguments begin on page 13 of this paper.

It is not believed that extensions of time or fees for net addition of claims are required beyond those that may otherwise be provided for in documents accompanying this paper. However, if additional extensions of time are necessary to prevent abandonment of this application, then such extensions of time are hereby petitioned for under 37 C.F.R. § 1.136(a), and any fees required therefore (including fees for net addition of claims) are hereby authorized to be charged to our Deposit Account No. 033975 (Ref. No. 019287-0317271).